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Financial Administration

GOVERNMENT TRAVEL CARD PROGRAM

**Summary.** This regulation establishes policies and procedures for the effective management and control of the Government Travel Card.

**Applicability.** This regulation applies to all personnel assigned to or under the operational control of Headquarters (HQ), United States Army Training and Doctrine Command (TRADOC) and TRADOC installations and activities.

**Supplementation.** Supplementation of this regulation is prohibited without prior approval from Commander, TRADOC, ATTN: ATRM-AT, Fort Monroe, VA 23651-1048.

**Suggested improvements.** The proponent of this regulation is the Deputy Chief of Staff for Resource Management (DCSRM). Send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) through channels to Commander, TRADOC, ATTN: ATRM-AT, Fort Monroe, VA 23651-1048. Suggested improvements may also be submitted using DA Form 1045 (Army Ideas for Excellence Program (AIEP) Proposal).

**Availability.** This publication is available on the TRADOC Homepage at <http://www.tradoc.army.mil>.

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Chapter 1  
Introduction

**1-1. Purpose.** This regulation provides TRADOC implementing guidance and procedures for establishing and operating the Government Travel Card Program. It also regulates the use of the government travel card by limiting the use of the card to cover expenses incurred during “official travel” only. This regulation follows the sequence of guidance of Department of Defense Financial Management Regulation (DODFMR), Volume 9, Chapter 3, and will be updated as needed.

**1-2. References.**

- a. DODFMR, Vol 9, Chapter 3 (Travel Policy and Procedures), December 1996.
- b. Defense Finance and Accounting Service (DFAS)-Indianapolis Center Regulation 37-1, Finance and Accounting Policy Implementation, 18 September 1995, section XIV.
- c. All HQDA policy/guidance messages on the Government Travel Card Program after 14 August 1997.
- d. HQDA Memorandum, 9 April 1997, Office of the Assistant Secretary of the Army (Manpower and Reserve Affairs), Subject: Government Travel Card Employee Relations Bulletin #86.
- e. DOD Directive 5500.7-R, The Joint Ethics Regulation.
- f. Article 92, Uniform Code of Military Justice (UCMJ).

**1-3. Explanation of abbreviations and terms.** Abbreviations and terms used in this regulation are listed in the glossary.

Chapter 2  
Responsibilities

**2-1. Program management.**

- a. HQ TRADOC will manage the overall travel card program within TRADOC.
- b. Commanders/supervisors will ensure all assigned military and civilian employees are trained annually on Government Card responsibilities.
- c. Agency Program Coordinators (APCs) will —
  - (1) Obtain travel card and personal identification number (PIN) application forms from NationsBank. Applications issued by the APC should be retained for at least 3 years.
  - (2) Review reports reflecting delinquent cardholders. The APC will notify commanders/supervisors of delinquent cardholders in writing and will request that action be taken. The commander/supervisor will reply to APC in writing on action taken.
  - (3) Transfer cardholders within DOD without reissuing cards.
- d. Cardholders.

(1) When the travel card is received by mail, the cardholder will call NationsBank to activate the card. If travel cards are mailed directly to the APC instead of the cardholder, the APC will be able to activate any or all travel cards through the Electronic Account Government Ledger System (EAGLS).

(2) Cardholders are expected to meet their financial obligations in a timely manner. Cardholders shall be reminded periodically of their obligations to act in a responsible manner with regards to their personal financial responsibilities to pay their travel card bills promptly.

(3) Cardholders unable to pay their account balances on time must contact NationsBank in writing to arrange a repayment schedule. Accounts are considered on time when the contractor (NationsBank) has received payment in full before the due date. (4) Cardholders will be reimbursed for service charges and transaction fees charged for authorized automated teller machine (ATM) withdrawals. The service charge will not be shown on the ATM transaction slip, but will later appear on the traveler's statement. Documentation supporting the ATM service charge as a reimbursable expense is not required. The ATM fee will be disallowed in cases where withdrawals are in excess of the authorized amount of the advance. To minimize costs associated with ATM cash withdrawals and maximize the benefits associated with charging travel expenses, ATM usage should be limited by travelers to cover only travel expenses for which charging is not possible. Cardholders should charge as many of the expenses associated with official travel as possible.

**2-2. Policies and procedures.** The travel card is limited to permanently assigned military and civilian personnel. Abuse/fraud may result in disciplinary action. Formal actions under the UCMJ may be taken against military cardholders. Civilians may receive disciplinary or adverse personnel actions under the Employee Relations Bulletin #86, 4 April 1997.

a. TRADOC will —

(1) Resolve issues from installations that are complex in nature.

(2) Handle requests from the installation.

(3) Be the liaison between HQDA and the installation APC.

b. Commanders/supervisors will —

(1) Change ATM and charge limits for cardholders based on individual circumstances.

(2) Cancel/suspend the travel card at any time if cardholder misuses the card.

(3) Review reports provided by APC and take appropriate action.

(4) Counsel all cardholders who have misused their cards.

c. APCs will —

(1) Notify commanders/supervisors immediately of all cases of card misuse by cardholders.

(2) Cancel travel cards in writing, with proper notification from the installation APC, when cardholders die, separate, retire, or duplicate accounts are issued. APC will retrieve and destroy the cards when accounts are canceled.

(3) Instruct departing cardholders at the losing organization to in-process with the APC at their new organization. APC should also instruct cardholders that their cards will be deactivated 10 days after the report date on their orders, if they do not check in with the APC in their new organization.

(4) Activate/deactivate travel cards and manage their accounts through EAGLS. With the approval of the commander/supervisor, the APC has the authority to activate/deactivate any travel card through EAGLS. Request for emergency travel cards should not be sent via EAGLS. APC will forward information to NationsBank by FAX before 1500 eastern standard time. Cards will be issued the next business day.

d. Cardholders.

(1) Use of the travel card for any purpose other than official travel expenses is not permitted. Cards used for any other purpose will be deactivated by APC upon approval of the commander and/or supervisor.

(2) Use of the travel card by any other person(s) for any reason is not permitted. Cardholder remains responsible for any charges made by person(s) using the card, and shall not disclose his PIN to any other person.

(3) Cardholders are responsible for notifying NationsBank if their PIN has been stolen or inappropriately disclosed to an unauthorized person, and must report missing or stolen travel cards immediately. Cardholders have no liability for any erroneous charges if they notify NationsBank when card is lost or stolen.

(4) The split-disbursement program allows travelers to request a split payment to NationsBank for payment of charges, and the remainder settlement dollars to their designated financial institution.

(5) When travel orders are canceled before departing but after drawing an authorized ATM advance, all fees charged are reimbursable. The claim should be supported by the original travel order.

(6) Once travelers complete temporary duty, they must file DD Form 1351-2, Travel Voucher or Subvoucher, immediately to obtain full reimbursement. Any disputed travel charges should be promptly reported to the contractor.

(7) There is no additional fee when the travel card is used at a NationsBank ATM. ATM fees should be listed under "reimbursables" on the settlement voucher.

e. Contractor (NationsBank).

(1) Issue standard and restricted cards with the following monthly limits:

(a) Standard cards:

- Charge card limit - \$5,000
- ATM cash limit - \$500
- Retail limit - \$100

## (b) Restricted cards:

- Charge card limit - \$1,250
- ATM cash limit - \$250
- Retail limit - \$50

(2) Credit checks will be conducted on all new card applicants with their consent. If employees do not give consent for credit checks, restricted cards will be issued.

(3) Travel cards canceled because of delinquency are not automatically reinstated. NationsBank reserves the right to:

(a) Perform credit checks on previous cardholders before reinstatement.

(b) File a lawsuit against delinquent cardholders, and may apply for garnishment of pay from card-holder's salary.

(4) NationsBanks' on-line system (EAGLS) includes a set of standard reports designed to supply useful information to manage the program. The data provided in the reports helps monitor the misuse and delinquency of the travel card.

(5) Cash withdrawals exceeding the established limits will be denied. Three consecutive attempts to exceed the limit will result in the card being retained by the ATM. If the card is retained, or if there are other questions regarding the card, call 1-800-472-1424 for assistance.

## GLOSSARY

### Section I

#### Abbreviations

APC	Agency Program Coordinator
ATM	automated teller machine
DA	Department of Army
DFAS	Defense Finance and Accounting Service
DOD	Department of Defense
DODFMR	Department of Defense Financial Management Regulation
EAGLS	Electronic Account Government Ledger System
HQ	headquarters
PIN	personal identification number
TRADOC	United States Army Training and Doctrine Command
UCMJ	Uniform Code of Military Justice

### Section II

#### Terms

#### Agency Program Coordinator (APC)

Maintains the program and serves as the authorized agency representative on travel card applications. The Commander will appoint an APC to administer the card program.

#### card abuse

Use of ATM for other than official travel, unauthorized purchases, and delinquent accounts.

#### cardholder

An individual who has a valid travel card or who is authorized to have a travel card, but has elected not to. Cardholders will obtain their travel advances only through ATMs.

#### contractor

NationsBank, effective 30 November 1998.

#### disciplinary action

Supervisors will take appropriate action if cardholder accounts become delinquent or if there are indications that cardholders have misused the travel card by making unauthorized travels/unauthorized ATM withdrawals.

#### EAGLS

NationsBank will use the user-friendly based application Electronic Account Government Ledger System (EAGLS) to allow APC's and supervisors to manage their accounts.

#### non-cardholder

An individual who has been denied a travel card and whose travel card has been suspended or canceled because of misuse or delinquency. Non-cardholders may obtain advances for official travel only through electronic funds transfer (EFT) when authorized by their supervisor.

#### split disbursement

Allows cardholder to request a split payment to his official travel card contractor, and the remainder settlement dollars to his designated financial institution.

#### Summary Account Number


A number assigned to identify each APC's program. All cards authorized by the program will contain the summary account number.

#### The Government Travel Card

A Government sponsored travel card issued to eligible personnel for use to defray costs of conducting official travel business. Allows Army travelers the freedom and flexibility to perform their government travel using the card for hotels, meals and miscellaneous travel-related expenses without needing a cash advance from DFAS.

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